Introduction to Insurance: Markets and Processes

Course Description

This course is one of the three parts of the Introduction to Insurance Programme providing a comprehensive introduction to insurance. This course will detail the UK insurance market, with particular reference to the London Market, and provide an introduction to the processes involved in placing business and settling claims, again, with particular reference to London Market systems.

Target Audience

The course is ideally suited to people who are new to or have been working for less than 12 months in commercial insurance.

Course Objectives

On completion of the course delegates will:

- Have a knowledge of the roles of the various participants in the insurance market
- Understand how the market is regulated
- Have knowledge of the processes and systems by which business is placed and claims settled.

Course Content

The Insurance Market

- Buyers, sellers and intermediaries
- Insurance Companies – mutuals, proprietary, direct, Lloyd's and Captives
- The responsibilities of an agent
- The role of a broker

Representation and Regulation

- The membership and main functions of organisations associated with the UK insurance market
- The intention of the Financial Services and Markets Act 2000
- Regulation by the FSA
- FSA Principles for Business
- ICOB Rules

Placing Business in the London Market

- The Process of Placing Business
- The Market Reform Contract
- Endorsements
- GUA
- Electronic Placing

Claims

- The process of settling claims including the responsibilities of the insured and the insurer including reference to FSA ICOB rules
- Particular aspects of dealing with claims in the London Market

Trainer **Chris Dix**

Chris Dix is a consultant and a highly professional, experienced trainer who can deliver a wide range of insurance technical and personal development courses to a broad audience of delegates. He makes delegates feel relaxed and uses a facilitation style to draw out even the most nervous and uncertain delegates in his training workshops.

Duration 1 day

Date **23rd March 2010**

Time 9.30 am - 5.00 pm

Venue IMC Marlborough Training Rooms, 16 St Clare Street, London EC3N 1LQ

Fee **£245.00 +VAT** (including refreshments and buffet lunch)

Reduction **£175.00 +VAT** for delegates registering on all three "Introduction to Insurance" courses

Bookings To reserve a place on this course please contact Tony Gregory
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